مركز دمياط
للعلاج الطبيعي
Damietta Physical therapy Center

Damietta Physical Therapy Center · DPTC

International Patient Guide

Medical Tourism, Physical Therapy and Rehabilitation

From first contact to post-treatment follow-up

A guide for patients and their companions

Contact and booking

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01 Welcome to Damietta Physical Therapy Center

Damietta Physical Therapy Center (DPTC) is pleased to welcome patients travelling from outside Egypt and to help them understand the assessment and rehabilitation steps and the administrative services involved in their treatment journey. This guide offers practical information to help patients and their companions prepare for the visit and communicate with the center's team.

> The suitability of treatment and the treatment plan are determined after the medical information has been reviewed and an appropriate assessment has been carried out. This guide is not a substitute for medical advice or for the visa and insurance requirements that apply to each case.

02 Our Services

- General physical therapy, functional assessment, and an individual treatment plan.
- Sports injury rehabilitation and gradual return to activity.
- Women's health and pelvic floor rehabilitation, according to assessment and clinical need.
- Pulmonary rehabilitation to improve breathing capacity and endurance, when medically appropriate.
- Spine rehabilitation, posture correction, and treatment of back and neck problems.
- Hydrotherapy, where available and suitable for the condition.
- Neurological rehabilitation and spinal cord injury rehabilitation, according to available resources and the treatment plan.
- Tendon rehabilitation and post-surgery programs, in coordination with the treating physician.
- Health education, prevention, follow-up, and progress measurement.

03 Patient Rights

- To receive care with respect, dignity and privacy, free from discrimination.
- To receive understandable information about the assessment, the plan, the expected goals, the risks and the alternatives.
- To take part in decision-making, to consent to procedures after they have been explained, and to ask questions at any time.
- To have medical information and records protected in accordance with the applicable rules and policies.
- To know the names or roles of the team members involved in their care, as procedures allow.
- To submit a complaint or comment without it affecting their right to professional treatment.
- To request a copy of the documents or reports they are entitled to receive, in accordance with approved procedures.

04 Patient Responsibilities

- To provide accurate and complete information about their health, medications, allergies and medical history.
- To tell the team about any new pain, deterioration or unusual symptoms during or after a session.
- To follow safety instructions and report any difficulty moving or any risk of falling.
- To respect session times and notify the center early if they wish to postpone or cancel.
- To respect staff and other patients and to look after the center's property.
- To discuss any concerns about the treatment plan or its cost before making a decision.

05 Medical Tourism Services

The center can organize the clinical side of the rehabilitation journey for international patients and coordinate the practical information available. Support may include:

- Communication with international patients.
- Review of medical documents before arrival.
- An initial remote consultation when clinically appropriate.
- Planning an individual rehabilitation program after assessment.
- Scheduling treatment appointments.
- Progress reports and end-of-treatment summaries.
- Communication with the insurance or assistance company when authorized by the patient.
- General information to help patients plan accommodation and transfers.

> The center does not replace the embassy, the immigration authority, the airline, the hotel, the travel agency or the insurance company. The patient remains responsible for verifying travel, visa, residence and insurance requirements.

06 The International Patient Journey, Step by Step

1. **Initial contact:** Send your contact details, country of residence, preferred language, and a brief summary of why you are seeking treatment.
2. **Sending reports:** Send recent medical reports, the diagnosis if available, a list of medications and allergies, and relevant images or tests, through a secure channel specified by the center.
3. **Initial review:** The team reviews the information to determine whether additional data or a medical consultation is needed before travel. A remote review is not a final diagnosis.
4. **Plan and estimated cost:** Once sufficient information is available, the center explains the expected assessment, the proposed services, the approximate duration and the estimated cost, and what may change after the in-person assessment.
5. **Coordinating the visit:** The patient contacts the center to confirm the appointment, arrival arrangements, language support, companion, and any special needs.
6. **Assessment at the center:** The appropriate clinical assessment is carried out, and the goals, risks, alternatives and proposed plan are discussed with the patient.
7. **Starting rehabilitation and follow-up:** Sessions are delivered according to the approved plan, progress is monitored, and the plan is reviewed when needed.
8. **End-of-treatment report and follow-up:** A summary of the services provided, home recommendations and a follow-up plan can be prepared, in accordance with approved procedures and the patient's consent.

07 Travel, Visa and Accommodation

Entry requirements for Egypt vary according to the patient's nationality, the purpose of the visit and legal status. Check the latest requirements with the official Egyptian authorities or the competent consulate before booking travel. The center cannot guarantee that a visa will be issued or determine the decision of the competent authority.

- Start inquiring about your visa early, and do not rely on outdated information or unofficial posts.
- Make sure your passport is valid, and check the insurance requirements or supporting documents that apply to your case.
- Do not make non-refundable arrangements before confirming the travel conditions that apply to you.

> You may contact the center for whatever organizational information it can provide; flight, accommodation and transfer bookings are not confirmed unless they are covered by a separate, explicit agreement.

08 Medical Insurance and Payment

Having an insurance policy does not necessarily mean that all physical therapy or rehabilitation services are covered. Coverage depends on the policy terms, the provider network, benefit limits, exclusions and the required approvals.

- Ask your insurer for written confirmation that the physical therapy or rehabilitation services you need are covered.
- Check whether prior approval is required and whether the center is in the network.
- Ask about your cost-sharing percentage, session and coverage limits, exclusions and claims procedures.
- Ask whether the company pays the center directly, or whether the patient pays first and then claims reimbursement.
- Do not start treatment on the assumption that the service is covered before the approval and the relevant conditions are confirmed.
- Before treatment begins, request a written cost estimate and what it includes, the payment, cancellation and postponement policy, and any possible additional fees.

09 Medical Insurance: Why It Matters

Medical insurance may help protect the patient from unexpected costs and clarify who pays for treatment, complications or urgent care covered by the policy.

Steps for dealing with insurance:

1. **Initial inquiry and medical estimate:** Contact the center first and send your medical reports. The medical team reviews your case and issues an initial treatment plan and a cost estimate.
2. **Contacting the insurer:** Submit the center's plan and cost estimate to the insurance or assistance company to request prior approval or a letter of guarantee (LOG).
3. **Confirmation and booking:** Send the approved letter of guarantee or the written prior approval to the center to confirm the booking and start treatment.
4. **Reimbursement option:** If the policy works on a reimbursement basis, the center provides stamped official invoices, session details and medical reports after treatment ends to support the claim.

> The patient's policy and the insurer define the scope of coverage, not the rehabilitation center. Obtaining written confirmation before treatment and travel is strongly recommended.

10 Types of Insurers and Coverage Models

For a smoother treatment journey, the international patient should understand how the insurer works. The center deals with international insurance and assistance providers under two main payment models:

1. Direct billing: in-network providers and approved letters of guarantee

The center coordinates directly with the patient's insurer or the Third-Party Administrator (TPA).

Mechanism: The insurer issues a formal letter of guarantee (LOG) or a prior approval certificate covering specific rehabilitation sessions and procedures.

Patient's role: The patient bears items that are not covered, deductibles, or services exceeding the approved financial limit.

2. Pay first, then claim reimbursement: out of network

If the center does not have a direct contract with the patient's insurance network, services are provided on a reimbursement basis.

Mechanism: The patient pays the treatment fees directly to the center according to the official price list.

Patient's role: During or after treatment, the patient obtains from the Medical Tourism Unit a complete claim file, including detailed stamped invoices, official receipts, medical progress reports and signed daily attendance records, to submit to the insurer to request full or partial reimbursement.

3. Travel medical insurance compared with comprehensive health insurance

Travel insurance that includes medical emergencies: Usually covers acute conditions, emergency stabilization and sudden injuries during travel. It generally excludes routine physical therapy or therapy related to a pre-existing condition, unless prior approval is granted.

Comprehensive international health insurance: May cover planned rehabilitation, specialized physical therapy programs and post-surgery recovery, subject to the policy limits and prior approval.

11 Leading International Health Insurers and Assistance Providers

To facilitate medical care and financial approvals, the center coordinates with global insurance companies, international assistance providers and medical claims administrators. Below is an overview of the main providers:

First: Global health insurance companies

Bupa Global
A leading international health insurer offering comprehensive worldwide coverage that may include extended rehabilitation, specialized physical therapy and treatment abroad, according to the policy.

www.bupaglobal.com

Cigna Global
A global provider offering flexible international medical plans, prior approval pathways, and coverage options for expatriates and medical tourism patients.

www.cignaglobal.com

Allianz Care
The international health brand of Allianz Partners; offers cross-border medical coverage, rehabilitation benefits and direct billing options according to the plan and network.

www.allianzcare.com

AXA Global Healthcare
Offers global health coverage and international support networks, with direct settlement pathways and reimbursement of physical therapy costs according to the coverage terms.

www.axaglobalhealthcare.com

Aetna International
A global health benefits provider offering solutions that may include post-surgery rehabilitation, long-term care management and customized international plans.

www.aetnainternational.com

MetLife Worldwide
Offers global health and protection plans for international organizations, seconded employees and individual policyholders.

www.metlife.com

Second: International assistance companies and medical claims administrators (TPA)

These providers manage cases, medical arrangements and letters of guarantee (LOG).

International SOS

A global medical assistance and risk services company that manages logistics for international patients, emergency care and treatment authorizations.

www.internationalsos.com

Euro-Center

A medical assistance specialist operating in Europe, the Middle East and Africa, facilitating insurance claims and medical approvals.

www.euro-center.com

NEXTCARE (Allianz Partners / GIG)

A leading medical claims administrator in the Middle East and North Africa, managing care networks, claims processing and direct billing approvals.

www.nextcarehealth.com

> Coverage is subject to each patient's policy terms, network eligibility and prior approval. Contact the insurance administrator before travel to confirm the details of coverage for the center's services.

12 Privacy and Data Protection

The center uses the health and administrative information needed to coordinate care, deliver services and manage the file, in accordance with approved policies and applicable laws. Only necessary data should be collected, access should be limited to authorized persons, and data should not be shared with other parties except on a legal basis or with appropriate consent.

> If a patient wishes to allow the use of photos, testimonials or treatment stories for media purposes, this must be handled through a separate and clear consent in accordance with the center's policy. Consent to treatment does not automatically mean consent to publication.

13 Safety and Emergencies

- Tell the team before the session if you feel dizzy, short of breath, in severe pain or suddenly weak, or if you notice any worrying change.
- Tell the team about any risk of falling or any need for help moving around or using the restroom.
- If emergency or life-threatening symptoms appear, call local emergency services immediately, and do not wait for a reply by email or social media.
- Inform the team in advance of any special needs related to mobility, hearing, vision or communication.
- This guide does not specify an emergency number; use the official number in effect where you are, and confirm it on arrival.

14 Complaints and Suggestions

Patients or their companions may submit a complaint or suggestion to the center's management through the official approved communication channels. Please state the date of the visit, the type of service, a clear description of the problem and the best way to contact you, and avoid sending sensitive medical data through insecure channels.

Complaints are reviewed according to the center's approved procedure and handled respectfully, confidentially and within a reasonable time.

> **Medical Tourism Unit Manager:** Ms. Ola Mohamed Soliman | **Phone:** 01025900210

15 Pre-Arrival Checklist

Before travelling to Egypt, make sure of the following:

- [ ] Passport validity.
- [ ] Visa checked and applied for where needed.
- [ ] Treatment appointments confirmed.
- [ ] Insurance coverage confirmed in writing.
- [ ] Prior approval obtained if required.
- [ ] Flight booked.
- [ ] Accommodation arranged.
- [ ] Medical reports translated if necessary.
- [ ] Quantity of medication needed planned.
- [ ] The center's contact details saved.
- [ ] Emergency contact details saved.

16 Pre-Departure Checklist After Treatment

- [ ] I have received a summary of my treatment plan and the available home recommendations.
- [ ] I understand the exercises or precautions recommended by the team.
- [ ] I know how to contact the center for follow-up or questions.
- [ ] I have reviewed my follow-up appointments and any travel instructions after treatment.
- [ ] I have received the receipts or documents required for insurance, if any.
- [ ] I have told the team about any symptoms or concerns not yet discussed.

17 Important Notes

This guide is intended to facilitate communication and planning for international patients, but it is not medical, legal, immigration, travel or insurance advice. Because rules and requirements (such as travel visas, airline conditions, insurance coverage and sound recommendations) are subject to change, always check with the competent authorities, airlines and insurers before travelling.

Accordingly, this guide is general guidance and is not:

- A diagnosis or a treatment prescription.
- A commitment by an insurer to cover costs, or a guarantee of treatment results.
- An approval of, or a guarantee of obtaining, a visa.

> All services, costs, insurance coverage and travel-related decisions are subject to individual assessment, written agreements, and the decisions of the relevant authorities.

18 Contact Details

Name	Damietta Physical Therapy Center (DPTC)
Address	New Damietta – 100 Street – Al-Sahbagiya Street
Phone and booking	0572403473 | 01141504900 | 01025900210
Medical coordination	Dr. Ayman El-Batta – Consultant in Physical Therapy and Rehabilitation
Website	https://dpt-center.com/
Email	mrkzdmyatlllajaltby@gmail.com
Working hours	10:00 a.m. to 10:00 p.m.
Medical Tourism Unit Manager	Ms. Ola Mohamed Soliman
Medical Tourism Unit phone	01025900210
Center Manager	Dr. Ayman Adly El-Botta

19 Egypt Entry Visa Fees

Indicative entry visa fees in US dollars (USD) by nationality, as communicated to the center. Fees, processing times and requirements may change, so confirm the latest details before booking, as explained in section 07.

Nationality	Visa type / note	Fee (USD)	Processing time
Libyan	Regular	**$105**	4 days
	Express	**$115**	Within 24 hours
	Immediate, at the airport	Price varies	—
	Digital approval	**$150**	4 days
Moroccan, Algerian, Tunisian	Via guarantee letter	**$60**	48 hours
Sudanese	By air	**$115**	4 days
	Land crossing	**$175**	4 days
African, Asian and all other nationalities	Regular	**$115**	4 days
	Immediate, at the airport	Price varies	—
Somali	Regular	**$150**	—

Fees are indicative and are not an approval or a guarantee of obtaining a visa. Entry requirements depend on nationality, purpose of visit and legal status; always confirm with the official Egyptian authorities or the competent consulate before booking travel.